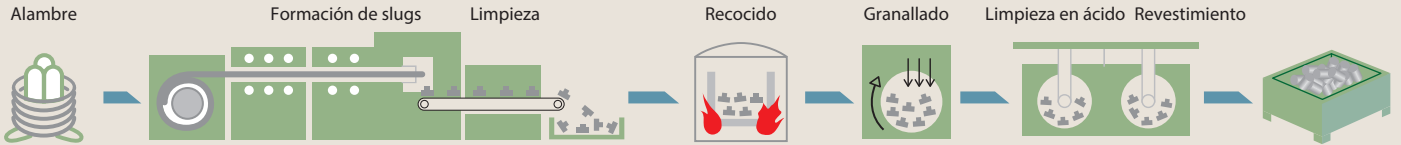PROCESO DE TRABAJO